Troubleshooting Guide for SO/SI & WSO-610 Models

This troubleshooting guide can be used for reference and help identify any problems upon installation or during call outs to a customer to who's property you have fitted our alarms. A number of returns that we receive are found without fault and these simple checks can remedy many cases of what could be perceived as a faulty product.

Fault noted on installation

1

'The smoke alarm will not test upon installation'
Ensure the smoke alarm is **fully locked** onto the mounting plate.
In many instances, smoke alarms are not fully locked onto their mounting plates.
The magnet on the mounting plate (Fig.1) activates the unit.

Position the smoke alarm lining up the central vent with the 'X' moulded onto the mounting plate and turn clockwise(Fig.2).

After one quarter turn, you should feel the unit lock into place and the magnet will activate the alarm. The red LED will flash once every 40 seconds. Please wait for 5 seconds and test the unit by pressing the central test button firmly for 1-2 seconds and release. If there is no LED or sound from the unit, you may have experienced some slight resistance from the plastic mouldings on installation. Please use a small amount of force to ensure the smoke alarm is fully locked onto the mounting plate. And repeat the test.

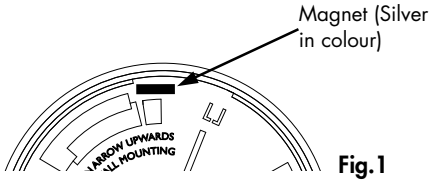

Fig.1

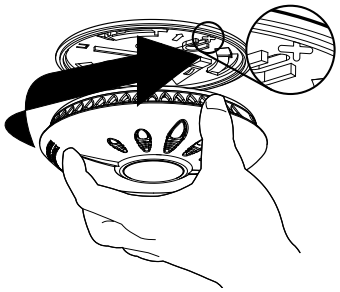

Fig.2

Fault reported by end user after installation

2

'The LED is flashing but there is no sound when the test button is pushed'
In the instance that this is reported, please ensure the customer is carrying out the test procedure correctly. Make sure the test button is pressed firmly in the centre then released.

3

'I can still hear an error/low battery signal (audible chirp) when the unit is disconnected'
When installing our products in properties, end users commonly mistake 'chirping' from other products as being the low battery warning from their FireAngel smoke alarm. Please also ensure the end user is told to dispose of any old smoke alarms that have been taken down. Other sources of 'chirping' can be digital clocks, portable phones having not been returned to their cradles/low on battery and other carbon monoxide alarms electrical goods.

If you encounter any problems upon installation that are not listed, please do not hesitate to contact the FireAngel Technical Support Line on: **0800 141 2561**

FireAngel®

FireAngel Ltd.
Vanguard Centre
Sir William Lyons Road
Coventry CV4 7EZ UK

Tel +44 (0)2476 323232
Fax +44 (0)2476 693610
Web www.fireangel.co.uk